

2008 Westminster City Citizen Survey Total

1. **Overall Ratings of the City.** Please rate the City of Westminster:

1		Excellent	Good	Neutral	Below Average	Poor	Don't Know
A	As a place to live	34.07%	56.37%	6.74%	1.48%	0.74%	0.59%
B	As a place to raise children	26.96%	45.48%	9.78%	2.37%	1.56%	13.85%
C	As a place to work	13.33%	30.00%	19.26%	11.33%	3.85%	22.22%
D	As a place to retire	20.30%	31.41%	18.52%	8.00%	5.63%	16.15%
E	As a place to visit	17.04%	43.26%	21.78%	8.30%	2.30%	7.33%

2. Please rate the availability and diversity of the following items in the City of Westminster:

2		Excellent	Good	Neutral	Below Average	Poor	Don't Know
A	Recreational Opportunities	14.22%	47.85%	18.44%	10.44%	2.96%	6.07%
B	Job Opportunities	2.59%	19.78%	27.33%	21.56%	8.00%	20.74%
C	Affordable Housing	4.00%	27.70%	32.15%	16.15%	10.89%	9.11%
D	Shopping	14.59%	53.19%	18.30%	9.93%	3.41%	0.59%
E	Dining	18.37%	54.44%	16.96%	7.04%	2.22%	0.96%
F	Entertainment	6.00%	30.30%	30.59%	21.33%	6.59%	5.19%

2008 Westminster City Citizen Survey Total

3. **Overall Ratings of City Services.** Please rate your overall satisfaction with the following major categories of services provided in the City of Westminster:

3		Excellent	Good	Neutral	Below Average	Poor	Don't Know
A	Overall Quality of Police Services	22.15%	49.78%	13.70%	4.30%	2.30%	7.78%
B	Overall Quality of Fire & Ambulance Services	33.26%	45.85%	6.30%	0.96%	0.22%	13.41%
C	Overall Quality of City Parks & Recreation Programs and Facilities	19.26%	50.67%	15.63%	4.67%	0.96%	8.81%
D	Overall Quality of City streets, buildings and facilities	17.85%	52.00%	17.19%	8.15%	3.04%	1.78%
E	Overall enforcement of City codes and ordinances	7.48%	35.56%	24.00%	7.04%	3.26%	22.67%
F	Overall quality of customer service you receive from the City	18.74%	45.11%	18.44%	2.96%	1.85%	12.89%
G	Overall effectiveness of City communication with the public	11.63%	43.33%	25.33%	7.70%	3.63%	8.37%

4. **City Streets.** For each of the following, please rate your satisfaction:

4		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A	Maintenance of City Streets	18.52%	52.96%	13.70%	10.81%	2.81%	1.19%
B	Mowing and Trimming Along City Streets & Other Public Areas	24.44%	57.70%	12.52%	2.67%	0.89%	1.78%
C	Snow Removal on Major City Streets	36.07%	49.19%	7.93%	3.11%	0.74%	2.96%
D	Overall Cleanliness of City Streets & Other Public Areas	26.89%	57.63%	10.67%	2.81%	0.81%	1.19%

2008 Westminster City Citizen Survey Total

5. **Utility and Environmental Services.** For each of the following, please rate your satisfaction:

5		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A	Residential Garbage Collection Services	37.11%	45.78%	6.22%	3.48%	0.89%	6.52%
B	Curbside Recycling Services	36.44%	40.67%	7.85%	3.33%	1.11%	10.59%
C	Bulk & Yard Waste Removal Services	36.74%	36.15%	9.56%	3.56%	1.11%	12.89%
D	Quality of Water To Your Home	23.04%	42.15%	13.63%	12.07%	4.59%	4.52%

6. **Transportation:** For each of the following, please rate your satisfaction:

6		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A	Ease of Driving on City Streets	16.52%	53.04%	18.52%	8.15%	1.78%	2.00%
B	Ease of Driving on MD 140	9.78%	40.52%	23.70%	18.81%	5.26%	1.93%
C	Ease of Traveling by Bicycle	2.37%	9.70%	19.26%	11.70%	4.81%	52.15%
D	Ease of Pedestrian Travel	7.70%	34.30%	23.63%	9.48%	4.44%	20.44%

8. Are you aware that **anyone can ride** the Carroll Area Transit Shuttles (CATS)?

8		Yes	No
		62.74%	37.26%

8a. How often do you or a member of your household ride a Carroll Area Transit Shuttle?

8A		Never	Once a Month	Once a Week	2 to 4 Times a Week	Everyday
		92.67%	4.52%	1.04%	1.33%	0.44%

2008 Westminster City Citizen Survey Total

9. **Public Safety:** For each of the following, please rate your satisfaction:

9		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A	Visibility of police in neighborhoods	13.11%	45.41%	24.44%	10.07%	2.37%	4.59%
B	Visibility of police in retail areas	9.63%	40.15%	33.26%	7.78%	1.85%	7.33%
C	The City's efforts to prevent crime	10.89%	44.96%	23.41%	6.44%	1.93%	12.37%
D	Enforcement of speed limits in neighborhoods	11.48%	44.59%	19.19%	12.96%	6.00%	5.78%
E	Police response time to emergencies	13.78%	37.41%	14.44%	3.11%	1.19%	30.07%

10. **Perceptions of Safety and Security.** Please rate how safe you feel in the following situations:

10		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A	Walking in your own neighborhood during the day	57.56%	33.33%	5.11%	1.70%	0.44%	1.85%
B	Walking in your own neighborhood after dark	22.89%	38.15%	18.44%	10.22%	4.00%	6.30%
C	Walking in Downtown Westminster (Main Street)	14.37%	42.96%	22.22%	10.00%	2.00%	8.44%
D	Walking in local retail areas	23.11%	54.30%	16.15%	2.89%	0.52%	3.04%
E	Overall feelings of safety in the city	18.07%	55.19%	18.81%	4.44%	1.19%	2.30%

2008 Westminster City Citizen Survey Total

12. **Recreation & Parks.** For each of the following, please rate your satisfaction:

12		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A	Maintenance of City parks	19.41%	51.93%	12.81%	0.89%	0.15%	14.81%
B	The number of City parks	13.48%	44.81%	17.70%	6.67%	0.74%	16.59%
C	Walking & biking trails	8.81%	25.19%	21.56%	12.89%	3.33%	28.22%
D	City swimming pool	5.19%	17.48%	20.44%	6.07%	2.07%	48.74%
E	The Family Center (Longwell Ave.)	6.96%	20.22%	18.37%	1.56%	0.37%	52.52%
F	City recreation programs	8.74%	31.11%	20.81%	2.89%	0.30%	36.15%
G	Ease of registering for programs	8.74%	26.30%	17.11%	2.89%	0.15%	44.81%
H	Availability of information about Recreation & Parks	11.85%	34.96%	20.89%	6.44%	1.04%	24.81%

13. How often do you or a member of your household visit a City park or recreation facility?

13	Never	Once a Month	Once a Week	2 to 4 Times a Week	Everyday
	29.56%	41.93%	15.85%	11.19%	1.48%

13a. How many times in the past 12 months did you or a member of your household participate in a City recreation program?

13A	Zero	1 to 5 times	6 to 10 times	11 to 20 times	More than 20 times
	61.26%	31.70%	4.00%	1.04%	2.00%

2008 Westminster City Citizen Survey Total

15. **Economic & Community Development:** Please rate your satisfaction with each of the following City efforts:

15		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A	Managing appearance of new development to reflect community character	7.04%	40.89%	25.56%	7.33%	1.78%	17.41%
B	Preserving the City's historic resources	12.89%	50.07%	19.19%	5.19%	1.56%	11.11%
C	Revitalizing Downtown Westminster	10.15%	44.07%	23.78%	12.15%	2.07%	7.78%
D	Creating green space & open space	6.96%	36.37%	28.74%	10.22%	2.22%	15.48%
E	Working with citizens & community groups to resolve important local issues	5.85%	30.37%	26.67%	6.59%	2.37%	28.15%

16. How often do you **visit** Downtown Westminster?

16	Never	Once a Month	Once a Week	2 to 4 Times a Week	Everyday
	4.44%	26.52%	28.59%	24.59%	15.85%

17. **City Communication.** For each of the following, please rate your satisfaction:

17		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A	The availability of information about City programs & services	12.22%	43.93%	22.44%	6.96%	1.26%	13.19%
B	The quality of the City's Website (www.westgov.com)	5.70%	23.26%	18.89%	2.52%	0.30%	49.33%
C	City leaders' awareness of community problems and issues	5.78%	29.63%	25.11%	7.63%	2.37%	29.48%
D	Level of public involvement in local decision-making	3.19%	23.26%	27.56%	11.19%	3.04%	31.78%
E	Ease of transacting business with the city	5.48%	31.93%	22.81%	3.93%	1.41%	34.44%
F	Overall City management	6.81%	40.59%	26.00%	3.78%	2.07%	20.74%

2008 Westminster City Citizen Survey Total

18. Where do you go for information regarding City issues, services and programs? For each of the following, please check the type of source of information each item is for you regarding City issues, services and programs.

18		Primary Source	Secondary Source	Not a Source
A	Mayor & Common Council meetings	6.15%	12.07%	81.78%
B	City's Website	20.37%	17.48%	62.15%
C	Newsletters or brochures from City departments	42.00%	25.63%	32.37%
D	Traveling displays or public bulletin boards	14.44%	24.67%	60.89%
E	Newspaper	73.33%	13.41%	13.26%
F	Radio	27.11%	22.96%	49.93%
G	Television News	28.37%	21.33%	50.30%

19. In general, how well informed do you feel about the City of Westminster?

19	Very Well	Well	Average	Poorly	Very Poorly	Unsure
	5.33%	22.00%	54.22%	12.59%	3.26%	2.59%

21. Would you want the option to pay your City utility and tax bills online?

21	Yes	No
	49.26%	50.74%

2008 Westminster City Citizen Survey Total

22. Following is a list of City goals. They are not listed in order of importance or priority. For each goal, please tell us if you think the City should devote more effort than now, the same effort as now, or less effort than now toward achieving it. Please mark the box that best represents your opinion for each goal.

22	More Effort	Same Effort	Less Effort	No Opinion
Improve Economic Health Includes planning for quality job opportunities, tourist attractions, Downtown revitalization, historic preservation and a variety of choices for retail & dining.	55.63%	30.30%	1.70%	12.37%
Improve Environmental Health Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community.	53.11%	35.04%	1.70%	10.15%
Improve Neighborhood Quality Includes promoting good neighborhood relationships, ensuring attractive neighborhoods, and an adequate supply of quality housing	40.00%	45.33%	3.63%	11.04%
Create a Safer Community Includes providing reliable police protection and services	39.33%	49.93%	1.19%	9.56%
Improve Cultural, Recreational, and Educational Opportunities Includes operating and creating recreational facilities and cultural facilities, providing recreational and cultural programs, maintaining parks, and trails.	30.37%	53.26%	2.52%	13.85%
Improve Transportation: Includes transportation planning, maintaining roads and traffic operations.	40.81%	46.59%	1.78%	10.81%
Provide A High Performing Government Includes communication with residents, internal support functions, City management, Common Council, boards and commissions.	30.89%	50.44%	2.30%	16.37%

23. How long have you lived in Westminster?

23	Less than a year	1 to 4 years	5 to 9 years	10 years or more
	4.07%	20.44%	18.00%	57.48%

23a. Do you think the overall City services provided by the City have improved since you have lived here?

23A	Yes	No	Don't Know
	48.15%	21.93%	29.93%